



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Division of Medical Assistance
600 Washington Street
Boston, MA 02111
www.mass.gov/dma

Eligibility Operations Memo 02-06
February 20, 2002

TO: MassHealth Eligibility Operations Staff

FROM: Tom DeVouton, Director, MassHealth Enrollment Center Operations

RE: **Automated Missing Critical Data File**

Introduction

In July 1997, the Central Processing Unit (CPU) created a manual Missing Critical Data (MCD) File procedure because of the high number of **incomplete** Medical Benefit Requests (MBRs) that were submitted with missing critical information and could not be entered on MA21. The MCD File is the CPU's process for handling incomplete MBRs. *An MBR is incomplete when it has missing critical information (data) that prevents it from being entered on MA21. Such critical information can be an applicant name, address, date of birth, gender, and relationship to the head of household.*

Because MA21 did not generate Requests for Information (VC-1s) for missing critical information, CPU needed a manual process to notify applicants when their MBRs were incomplete. This manual process involved telephone calls to applicants, manual notices, daily tickler files, and PC-tracking of MBRs. The CPU's inability to enter incomplete MBRs on MA21 caused customer service problems for MassHealth Enrollment Center (MEC) staff and outreach staff. MEC staff had no way of knowing that an MBR was in the CPU's MCD File due to missing critical information. Unless MEC staff called the CPU to check on the status of the MBR, it was often assumed that the MBR was lost or had not yet been received by the CPU.

CPU staff requested the automation of the MCD File, and worked closely with MA21 systems staff in the development of the process. On February 20, 2002, the Division automated the CPU's manual MCD File process for handling incomplete MBRs and integrated this process into the MA21 eligibility system. This memo describes the new MCD File on-line application process.

New Automated MCD File Process

The new automated MCD File process allows the CPU to enter on-line partial information from an MBR that identifies it on the system as incomplete. The system then creates an on-line MCD/MBR record that tracks the incomplete MBR in its various stages at the CPU. The MCD/MBR record displays the missing critical information, and generates and displays the applicant notices and historical MCD information. A brief explanation of the automated MCD File on-line application process is provided below.

- The CPU receives an MBR that is incomplete. The CPU worker telephones the applicant to get the missing critical information. If the information is not received within 24 hours of the initial telephone call, the CPU is unable to enter the MBR on MA21.
- The EDP (entry data processor) worker enters specific incomplete MBR data into the MCD File on-line application system. *The system only needs partial MBR information to identify the MBR as incomplete, mail notices, and display missing critical information or answers to questions on-line.*
- The system creates a MCD/MBR record. It also generates and mails the first notice (MCD1) directly to the applicant and contact person (if applicable). This notice alerts the applicant that certain critical information is missing from the MBR. The system displays the notice and MCD1 date on-line.
- The original incomplete MBR is placed in the MCD File cabinet at the CPU.
- If within 14 calendar days of the date on the MCD1, the missing critical information is:
 1. **received** at the CPU, the MBR is retrieved from the MCD File cabinet. The EDP worker manually closes the on-line MCD/MBR record with the "Received Information" status reason. This deactivates the MCD on-line application from the MA21 MCD browse query. The EDP worker now enters the complete MBR into MA21; or
 2. **not received** at the CPU, the system creates a second notice (MCD2). This notice is delivered to the CPU for attachment to the original MBR. The CPU mails the original MBR with the MCD2 to the applicant. A copy of the MCD2 is also mailed to the contact person (if applicable). The MCD/MBR record remains active to the MA21 browse query for up to six months for eligibility staff to view. A copy of the original MBR and notices is sent to the Central Filing Unit.

**New Automated
MCD File Process
(cont.)**

Please Note: If the missing information on an MBR is the applicant's name and/or address, and the applicant could not be contacted by telephone, the CPU may enter the incomplete MBR into the MCD File on-line application. The system stores the MCD data in a "Pending" status for up to six months. No notices are generated.

**Improved
Customer Service**

MEC staff may access the MCD File information through the MassHealth Main Menu. This allows both MEC staff and outreach staff to view on-line incomplete MBRs held at the CPU to find out what critical information is missing from an MBR, and the status of the incomplete MBR. This access will also allow staff to assist customers in completing the application process in a more knowledgeable and efficient manner.

Attachments

Attached to this memo are the following two documents.

- A chart that provides guidelines for eligibility staff to follow when responding to applicant telephone calls about incomplete MBRs.
 - Instructions for eligibility staff to follow when accessing information about incomplete MBRs from the MCD File on-line application screens.
-

Questions

Please direct any questions about the information in this memo to the MassHealth Policy Hotline through the designee at your enrollment center.

GUIDELINES FOR RESPONDING TO APPLICANT INQUIRIES ABOUT INCOMPLETE MBRS

If the status of the Incomplete MBR is...	and the status reason is...	then...
Open	Initial Entry (MCD1 is scheduled to be sent)	Have the applicant call the CPU to provide the missing critical information.
Open	Awaiting Response (MCD1 was sent)	Have the applicant call the CPU to provide the missing critical information.
Closed	No Response (MCD1 was sent and the MBR was returned to the applicant with the MCD2)	Advise the applicant to complete the returned MBR and send it to the CPU.
Closed	Withdrawn (MCD1 was sent)	Advise the applicant to submit a new MBR to the CPU. (Original withdrawn – MBR is on file at the Central Filing Unit)
Closed	Unable to Deliver (MCD1 was sent)	Advise the applicant to submit a new MBR to the CPU. (Original unable to deliver – MBR is on file at the Central Filing Unit)
Pending	Initial Entry (No MCD1 or MCD2 was sent due to head of household unknown name and/or address)	Have the applicant call the CPU to provide the missing critical information. (Original MBR is on file at the CPU for up to 6 months)

MA21 Missing Critical Data File

Missing Critical Data Inquiry

Workers now have the ability to find applicants whose MBRs are missing critical data and whose incomplete MBR information is located in the MA21 Missing Critical Data File. To search for an applicant whose MBR may be missing critical data, begin at the MA21 Main screen shown below.

```
Enter the SSN or Name for a Name Search

+-----+ MassHealth +-----+

Date: Tue, Jan 08                      Location: 520
Time: 02:32:26 PM                     *Printer.: ZH07
User: DMAAV3                          Security: 004
      Donovan, Nancy                  *Library.: MA21
+-----+                               +-----+
                               Test
                               +-----+

                               SSN....: --- -- ---
                               (Last Name,First Name)

                               _ Additional MA21 Options

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11-PF12
      help  rtn  quit  match      wlog      msp      SSA  main
```

There are three methods for searching for an applicant:

1. searching by SSN and/or;
2. searching by SSN and name; and
3. searching by name only.

These methods are described in the following sections.

Searching for an Applicant by SSN

If the applicant has provided an SSN, enter the SSN and press ENTER.

If the applicant's SSN is known to the MCD file, the User Options menu will display as follows.

```
+-----+ SSN not Found +-----+
|
| HCRNM002          ***** MassHealth *****          HCRMM002 |
| 2002-01-08          - User Options -                      2:50 PM |
|
| Household SSN: 500-55-1234 Name: SMYTHE,HARVEY
|
|      _ Select Work orders
|      _ Missing Critical Data Query
|
|
| Enter any character to select a Menu Entry
|
| Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10
|      rtn      bkwd  frwd
```


Searching for an Applicant by SSN and Name or by Name Only

Enter the applicant's last name(comma)first name and press ENTER.
See the following.

Note: If using the applicant's SSN and name, the search will be based on the applicant's name.

```
Enter the SSN or Name for a Name Search

+-----+ MassHealth +-----+

Date: Tue, Jan 08                      Location: 520
Time: 02:45:50 PM                      *Printer.: ZH07
User: DMAAV3                           Security: 004
      Donovan, Nancy                    *Library.: MA21
+-----+                               +-----+
                                Test

                                SSN....:500 15 1234
                                (Last Name,First Name)
                                jones,horace

                                _ Additional MA21 Options

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11-PF12
      help  rtn  quit  match          wlog          msp          SSA  main
```

When ENTER is pressed, the **first name browse** screen will be displayed:

- List Household Member By Name.
- If the household member is located on the first browse, the household member is known to MA21 as a member of a household.

If the household member is not located on this name browse, press PF2. The **second name browse** screen will be displayed:

- List Person By Name
- If the household member is located on this browse, the household member is known to MA21.

If the household member is not located on the second name browse, press PF2. The **third name browse** screen will be displayed:

- Browse Applications by Name.
- If the household member is located on this browse, the household member is known to MA21 as a Head of Household.

If the household member is not located on the third name browse screen, press PF2. The **fourth name browse** screen will be displayed:

- **Browse MCD Applicants by Name.**
- **If this person is located on this name browse, he or she is known to the Missing Critical Data File.**

The Browse MCD Applicants by Name consists of two screens. Note the highlighted line in the bottom section of the Browse MCD Applicants by Name screens that follow.

Browse MCD Applicants by Name Screen One

```

Position cursor or enter screen value to select
MCDNL001          ***** Missing Critical Data *****
Jan  9,02          - Browse MCD Applicants by Name -          1 more >

  Last Name      First Name  Init      SSN      Date of      Status
  -----
JONES            TOM            500-95-8815  1967-11-12  C
JONES          HORACE          1963-03-03  O
LUNCHER         KIMM
MAPLE           SARA            400-50-1655  - - -      C
MAY             KIM             400-12-1551  - - -      P
MILK            LISA            - - -        - - -      P
MOON            TALL            500-95-1222  1972-01-12  O
MULLER          UNKNOWN         400-78-9956  1965-10-10  P
PINK            LISA            400-06-5225  - - -      C
PONY            KIM             409-38-3948  - - -      P
RAN             LUCY            400-03-3333  - - -      C
SMYTHE          HARVEY          500-55-1234  - - -      P
TAYLOR          ANDY            014-09-0865  - - -      O
Mcd Active Ind: Y Mcd Last Name: JONES
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      help  retrn quit                      bkwrд frwrд          left  right main

```

The MCD Active Ind(icator) is a Y(es)/N(o) indicator used to identify applicants who are currently active (Y) and those who are no longer active (N) on the MCD File. The default value for this field is Y(es). When the value in this field is Y(es), active applicants are displayed. An MCD applicant can be active for up to six months. When the value in this field is N(o), deactivated applicants are displayed. Applicants who have supplied missing MBR information will have been entered on MA21 and will be displayed on the inactive browse for up to six months. Please Note: The name search on the Browse MCD Applicants by Name is based on the **Last Name only**.

The first Browse MCD Applicants by name screen displays the following information for each person applying as the Head of Household.

Field	Description
Last Name	Displays the applicant's last name. If the last name is missing on the MBR, the display is UNKNOWN.
First Name	Displays the applicant's first name. If the first name is missing on the MBR, the display is UNKNOWN.
Init	Displays the applicant's middle initial, if applicable.
SSN	Displays the applicant's Social Security Number, if provided.

Browse MCD Applicants by Name
Screen One (continued)

Field	Description
Date of Birth	Displays the applicant's birth date, if provided.
Status	<p>Displays the applicant's missing critical data status. Values are:</p> <p>O = Open. Missing critical data has been entered into the MCD File and the MCD1 notice has been sent to the applicant. The MBR is on file at the CPU waiting for the applicant's response. Refer to the Status Reason field on the second Browse MCD Applicants by Name screen.</p> <p>C = Closed. The applicant's MCD File has been closed. The applicant remains active on the MCD File for six months. Refer to the Status Reason field on the second Browse MCD Applicants by Name screen.</p> <p>P = Pending. The applicant's name and/or address is illegible or missing on the original MBR. No notices are sent. The original MBR is filed and held at the CPU. The applicant remains active on the MCD File for six months. If there is no response from the applicant within the six-month period, the applicant's status will be changed to Closed. Refer to the Status Reason field on the second Browse MCD Applicants by Name screen.</p>

To move to the second Browse MCD Applicants by Name screen, press PF11. The second MCD browse screen, which follows is displayed.

Browse MCD Applicants by Name Screen Two

Position cursor or enter screen value to select				
MCDNL001 ***** Missing Critical Data *****				
< 1 more			- Browse MCD Applicants by Name -	
			11:54 AM	
Status Reason	Status Date	Received Date	City	State
-----	-----	-----	-----	-----
No Response	2002-01-04	2001-12-20	WEBSTER	MA
Initial Entry	2002-01-09	2002-01-09	BOSTON	MA
No Response	2001-12-18	2001-10-10	BOSTON	PI
No Response	2001-12-14	2001-10-10	WOBURN	MA
Initial Entry	2001-09-19	2001-09-09	BOSTON	MA
Initial Entry	2001-12-03	2001-10-10	BOSTON	ST
Awaiting Response	2002-01-03	2001-12-31	OXFORD	MA
Initial Entry	2001-11-09	2001-11-01	BOSTON	MA
No Response	2001-12-14	2001-10-10	WOBURN	MA
Initial Entry	2001-12-05	2001-11-11	BOSTON	MA
No Response	2001-12-26	2001-10-10	BOSTON	MA
Initial Entry	2002-01-08	2002-01-08	BOSTON	MA
Awaiting Response	2001-12-31	2001-10-20	BOSTON	MA
Mcd Active Ind: Y Mcd Last Name: JONES				
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---				
help retrn quit bkwrd frwrd left right main				

The second Browse MCD Applicants by name screen displays the following information for each Head of Household applicant.

Field	Description
Status Reason	Explanation of the applicant's status. Valid values are:
	<p>Initial Entry = Used with Open status when initially entered on the MCD File.</p> <p>Also used with Pending status when there is an unknown name and/or address. In this situation, an MCD1 notice cannot be sent. MBR is on file at the CPU. Applicant information is displayed on the active MCD name browse for six months, or until missing information is received and entered on MA21.</p> <p>Awaiting Response = MCD1 sent. Used with Open status. Applicant information is displayed on the active MCD name browse for six months, or until missing information is received and entered on MA21.</p>

Browse MCD Applicants by Name
Screen Two (continued)

Field	Description
Status Reason (cont.)	<p>No Response = MCD2 notice sent. Original MBR returned to applicant. Copy of original MBR is on file at the Central Filing Unit. Used with Closed status. Applicant information is displayed on the active MCD name browse for six months.</p> <p>Received Information = Applicant supplied missing information. Used with Closed status. Original MBR updated with missing information and entered on MA21. Applicant information is displayed on the not active MCD name browse.</p> <p>Withdrawn = Applicant has voluntarily withdrawn request for MassHealth. Used with Closed status. MBR is on file at the Central Filing Unit. Applicant information is displayed on the active MCD name browse for six months.</p> <p>Unable to Deliver = Mail returned to CPU as undeliverable. Used with Closed status. MBR is on file at the Central Filing Unit. Applicant information is displayed on the active MCD name browse for six months.</p> <p>No Information = Used to close a MCD in Pending status. Status becomes Closed and the applicant information is no longer displayed on the active MCD name browse.</p>

Browse MCD Applicants by Name
Screen Two (continued)

Field	Description
Status Date	Date associated with the applicant's current Status
Received Date	Date MBR received at CPU
City	Applicant's city of residence
State	Applicant's state of residence. The default value is MA.

Viewing an Applicant's Missing Critical Data

The details of an applicant's missing data can be viewed from the Missing Critical Data Incomplete MBR Screen. If the applicant was located by SSN, the incomplete MBR Screen will be displayed. See "Incomplete MBR Screen" below. If the applicant was located by name browse, the User Options menu is displayed. See the following.

```
+-----+
| HCRNM002          ***** MassHealth *****          HCRMM002 |
| 2002-01-09        - User Options -                      1:09 PM |
|                                                           |
| Household SSN:           Name: JONES, HORACE             |
|                           X Missing Critical Data Query      |
|                                                           |
| Enter any character to select a Menu Entry                |
|                                                           |
| Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10 |
|               rtn      bkwd   frwd                       |
+-----+
```

Select the Missing Critical Data Query by entering an X to the left of the query option. Press ENTER to display the Missing Critical Data, Incomplete MBR screen. See below.

Incomplete MBR Screen

```
No action performed
MCDPD001          ***** Missing Critical Data *****          MCDMD001
Jan 09,02        - Incomplete MBR -                      01:13 PM

-----
Assign to....: DMAABC          MEC...: 520          Posted Date.: 01 09 2002
Referred by...: _____
*Screener ID...: DMAXYZ_____          Receive Date: 01 09 2002
Status.....: Open          Initial Entry          Status Date.: 01 09 2002
-----

Name.....: JONES, HORACE_____          SSN.....: 000 00 0000
Addr - Street: 456 SOUTH ST_____
City...: BOSTON_____          *St: MA
Zip...: 02111 _____          Mail.: +          DOB.....: 03 03 1963

*Lang - Speak.: _____          Phone - Home: _____
Work: _____

Contact Person.....: +

Missing Critical Data: >          * ----- MCD Notice Dates ----- *
1st:          2nd:

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
help  retrn quit          main
```

The following descriptions of the Incomplete MBR screen fields are displayed from left to right.

Viewing an Applicant's Missing Critical Data
Incomplete MBR Screen (continued)

Field	Description
Assign To MEC	The DMA ID of the CPU worker entering the missing data. The CPU ID where the worker entering the missing data is assigned.
Posted Date	Date information entered into the MCD program.
Referred by	Identifier of the provider or organization submitting the MBR.
Screener ID	DMA ID of CPU worker who reviewed the MBR information.
Receive Date	Date original MBR received.
Status	System generated value: Valid values are: O = Open C = Closed P = Pending Note: Detailed descriptions are included in the Status field of the Browse MCD Applicants by Name, Screen One.
(Status Reason)	System-generated value that provides a further description of the applicant's status. Valid values are: Initial Entry Awaiting Response No Response Received Info Withdrawn Unable to Deliver No Info Note: Detailed descriptions of status reasons are included in the Reason field of the Browse MCD Applicants by Name, Screen Two.
Status Date	System-generated date indicating the date on which the displayed status took effect.
Name	Applicant's name, if provided, in last name(comma)first name format. If the name is not legible or not provided, the display is UNKNOWN.
SSN	Applicant's social security number, if provided.

Viewing an Applicant's Missing Critical Data Incomplete MBR Screen (continued)

Field	Description
Addr(ess)	
Street	Applicant's residential street address, if provided.
City	City where the applicant lives. An entry in this field is mandatory unless the entry in the St(ate) field is blank.
St(ate)	Code for the state where the applicant lives. The default value is MA. This field will be blank if the city of residence is illegible or missing.
Zip	Applicant's zip code. Entry of a valid zip code is mandatory unless the St(ate) field is blank.
Mail	If the applicant includes a mailing address, a caret (>) is displayed in this field. To view the mailing address, type over the caret with an X and press ENTER. The mailing address information will be displayed. Press PF2 to return to the Incomplete MBR query screen.
DOB	Applicant's date of birth, if provided.
Lang – Speak	Applicant's preferred spoken language as indicated on the MBR. The default value is ENG(lish).
Phone - Home	The applicant's home telephone number in area code, exchange, number format, if provided.
Work	The applicant's work telephone number in area code, exchange, number format, if applicable.
Contact Person	If the applicant includes a contact person (who also receives the MCD notices) a caret (>) is displayed in this field. To view contact person information, type over the caret with an X and press ENTER. The contact person information will be displayed. Press PF2 to return to the Incomplete MBR query screen.
Missing Critical Data	If the applicant's MBR is missing critical data and/or responses to MBR "trigger" questions, a caret (>) is displayed in this field. To view a description of the missing data, type over the caret with an X and press ENTER. The MCD Missing Information screen is displayed. An explanation of the MCD Missing Information screen is on page 12.
MCD Notice Dates	
1 st	Date the 1 st notice, MCD1, was sent to applicant, if applicable.
2 nd	Date the 2 nd notice, MCD2, was sent to applicant, if applicable.

Viewing Detailed Missing Information

When an applicant's Incomplete MBR Screen has a caret (>) in the Missing Critical Data field, type over the caret with an X to display the MCD Missing Information Screen. The MCD Missing Information Screen, shown below, displays detailed information about what needs to be supplied to process this applicant's MBR.

MCD Missing Information Screen

MCD Missing Information	
Description of Missing Information	HH Other Family Member(s)
Name	_____
Address	_____
Date of Birth	_____
Gender	_____
Relationship to Head of Household	_____
Gross Earned Income (Wkly Pay & Hrs)	X _____
Gross Earned Income (Past 12 Mths)	_____
Gross Non-Working Income (Mthly)	_____
Rental Income & Business Exp. (Mthly)	_____
Missing Answers to Question(s): >	
Comments: _____	

PF1=Help	PF2=return

Following is a description of the fields on the MCD Missing Information screen.

Field	Description
Description of Missing Information	Contains a listing of the data elements that are missing on the original MBR.
HH	Head of Household. If a data element is missing for the head of household, an X is displayed in this field. In the above example, the head of household's self-declared gross earned income amount is missing.
Other Family Members	If a missing data element applies to a member of the applicant's household, the name(s) of the household member(s) is displayed.

MCD Missing Information Screen (continued)

Field	Description
Missing Answers to Question(s)	If the applicant failed to respond to an MBR “trigger question” this field displays a caret (>). To view the missing response(s), type over the caret with an X and then press ENTER. The MCD Missing Questions screen is displayed. Refer to the MCD Missing Questions screen on page 14.
Comments	Three lines are provided for comments needed to clarify identified elements.

Note: PF1 help is available for help in entering information on this screen.

To return to the Incomplete MBR screen, press PF2.

Viewing Detailed Missing Information

MCD Missing Questions Screen

When an applicant does not respond to critical MBR “trigger” questions, the detailed missing information is recorded on the MCD Missing Questions screen. This screen is viewed from the MCD Missing Information Screen by typing over the caret in the Missing Answers to Question(s) field with an X. See the following screen along with descriptions of each field.

MCD Missing Questions		
Description	HH	Other Family Member(s)
Person Applying Question		
U.S. Citizen Question	X	
Working Question		
Not Working Question		<u>Mary</u>
College Student Question		
College Health Insurance Question		
Potential Disability Question		
Accident or Injury Question		
Absent Parent Question		

PF1=Help PF2=return

Field

Description

Description

Contains a listing of MBR “trigger” questions.

HH

Head of Household. If a question is not answered by the head of household, an X is displayed in this field. In the above example, the head of household who is applying did not respond to the MBR “U.S. Citizen?” question.

Other Family Members

If a missing question response applies to a member of the applicant’s household, the name(s) of the household member(s) is displayed. In the above example, household member, Mary, did not respond to the MBR “Not working” question.

To return to the Incomplete MBR screen, press PF2 twice.

Viewing Applicant Notices

To view the applicant notices, go to the applicant's Incomplete MBR screen. See below.

```

MCDPD001                      ***** Missing Critical Data *****                      MCDMD001
Jan 22,02                      - Incomplete MBR -                      03:48 PM

-----
Assign to....: DMAA40          MEC...: 520                      Posted Date.: 12 10 2001
Referred by..: DYS12093701
*Screener ID.: DMAA40_____                      Receive Date: 10 01 2001
Status.....: Closed          No Response                      Status Date.: 12 26 2001
-----

Name.....: WATER, KIM L_____                      SSN.....: 400 88 9955
Addr - Street: 3 WINTER ST_____
City...: BOSTON_____                      *St: MA
Zip...: 02115_____                      Mail.: +                      DOB.....: __ __ __
*Lang - Speak.: _____                      Phone - Home: __ __ __
                                           Work: __ __ __

Contact Person.....: +                      * ----- MCD Notice Dates ----- *
Missing Critical Data: >                      1st: 12 10 2001  2nd: 12 26 2001

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      help  retrn quit                      confm ntce                      Clse                      main

```

Press PF6 (ntce) to display the Missing Critical Data Notice screen for the selected applicant. See the following.

```
+-----+
| Top of listing                                     |
|          ***** MA21 NOTICING *****           |
|      - Missing Critical Data Notices - Most Recent Listed First -    |
|                                                    |
|   A Notice No.   Notice Type   Lang.   Copies   Distribute   Status   |
|   -----
```

A	Notice No.	Notice Type	Lang.	Copies	Distribute	Status
-	1146939	MCD2-HCR	ENG	1	12-26-2001	Batch Print
-	1146472	MCD1-HCR	ENG	1	12-10-2001	Batch Print

```
|   -----|
|                                                    |
|                                                    |
|                                                    |
| Head of Household SSN: 400-88-9955 Name: KIM WATER |
|                                                    |
| Action: (D)isplay, (O)nline Draft Print            |
+-----+
```

Enter **D**(isplay) in the **A**(ction) field and then press ENTER to display a notice. To print a notice, enter **O**(nline) in the **A**(ction) field to have a copy of the notice printed.